

**WC014 SALDANHA BAY MUNICIPALITY : SCHEDULE OF SERVICE DELIVERY STANDARDS TABLE
2020/21**

Description		Service Level	
Standard How to contact the municipality: Vredenburg		Vredenburg	
		Municipal Office	022 701 7000 12 Main Road, Vredenburg
		Corporate Services, Libraries, Traffic Services, Engineers, Electrical Engineering, Town Planning and Building Plans, Community Services, Resorts, Finance	
		24 Hour Call Centre	022 701 7061
		Vredenburg Tourism	022 715 1142
Langebaan		Langebaan	
		Municipal Office	022 707 5000 Main Road, Langebaan
		Langebaan Tourism	022 772 1515
Saldanha		Saldanha	
		Municipal Office	022 714 8000 30 Berg Street, Saldanha
		Finance Office	
		Municipal Office	022 7148 039 c/o Main and Berg Streets
		Community Services: Area Engineer	
		Saldanha Tourism	022 714 2088
Hopefield		Hopefield	
		Municipal Office	022 723 0500 38 Voortrekker Road, Hopefield
		Hopefield Tourism	022 723 1720
St Helena Bay		St Helena Bay	
		Municipal Office	022 736 1043 2 Albatros Street, St Helena Bay
		St Helena Bay Tourism	022 736 2374
Paternoster		Paternoster	
		Municipal Office	022 752 2101 St Augustine Road, Paternoster
		Paternoster Tourism	022 752 2323
Emergency Contact Details		Emergency Contact Details	
		Police:	10111
		Ambulance	10177
		Fire Service: All Hours	: 022 713 1815 / 086 007 3473
Enquiries: Written		Acknowledgement of receipt within 5 days. Answered within 10 working days.	
		Feedback within 10 working days. Feedback within 10 working days.	
		Feedback within 10 working days. Adjustments made before next account is levied.	
Accounts: Enquiries		Feedback within 10 working days. Adjustments made before next account is levied.	
		By email or reached by the 7th day of each month.	
Electricity Supply: Repair of unforeseen power outages Scheduled power outages: upgrading/maintenance Applications: connections, upgrading and changes Street and other lighting		100% within 24 hours Limited to 12 hours Provided within 10 working days after payment (for standard 95% within 5 working days	
		Response within 3 hours or sooner. If anticipated that repairs will take longer than 3 hours, water will be supplied by tanker.	
Water Supply: Repair network Installation of new household water connection		Response within 3 hours or sooner. If anticipated that repairs will take longer than 3 hours, water will be supplied by tanker.	
		Within 7 working days after receipt of payment	

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<u>Provision of Sewage Services:</u>	
Clearing obstruction	Response within 3 hours or sooner after the incident is reported.
Installation of new household sewer connections	Within 7 working days after receipt of payment.
Draining of conservancy tanks	Within 24 hours after request is received.
<u>Streets: (subject to weather conditions)</u>	
Grading of gravel streets	Done according to scheduled programme.
Repair potholes	Done according to scheduled programme.
<u>Stormwater:</u>	
Floods	Response within 3 hours or sooner after the incident is reported.
<u>Sport Fields</u>	
Mowing of grass	Done according to prescheduled match programme.
<u>Public parks and open spaces</u>	
Mowing of lawns and pruning of shrubs and trees	Done according to prescheduled programme.
<u>Cleaning Services</u>	
Collection of residential, garden and business refuse	Done on a weekly basis according to a scheduled programme.
<u>Building Plans/ Land Use:</u>	
	Acknowledgement of receipt within 48 hours Building plans finalised (or feedback) received within 30 calendar days.
<u>Handling of Motor Registration and Licences:</u>	15-20 minutes per case.
<u>Replacement of Manhole Covers:</u>	As soon as reported or detected.